

# Enterprise Incident Report January 2012

As of 2/23/2012

## Agriculture and Food

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents		Bottom Number - First Contact Resolution	
			High	Low	Medium	FCR Total
Agriculture and Food	Application Services	Danielle Hood	0	0	1	1
			0	0	0	0
		Martin Gonzalez	1	0	0	1
		1	0	0	1	
		<b>Assigned to Individual Total</b>	1	0	1	2
			1	0	0	1
	Metro D Desktop Support	Jon Hager	2	79	0	81
			2	76	0	78
		<b>Assigned to Individual Total</b>	2	79	0	81
			2	76	0	78
	Metro D Help Desk	Doug Brown	0	5	0	5
			0	5	0	5
		Jed Patrick	0	1	0	1
			0	1	0	1
		<b>Assigned to Individual Total</b>	0	6	0	6
		0	6	0	6	
Rural Central Desktop Support	Ron LeBaron	0	1	0	1	
		0	0	0	0	
	<b>Assigned to Individual Total</b>	0	1	0	1	
		0	0	0	0	
Voice Operations	Romanza Hamblin	0	2	0	2	
		0	2	0	2	

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			High	Low	Medium	FCR Total
Agriculture and Food	Voice Operations	<b>Assigned to Individual</b>	0	2	0	2
		<b>Total</b>	0	2	0	2
	Voice/Data/WAN Services	Mark Thomas	0	1	0	1
		<b>Assigned to Individual</b>	0	1	0	1
	<b>Total</b>	0	0	0	0	
<b>Assigned Group Total</b>			3	89	1	93
			3	84	0	87
<b>Customer Company Total</b>			3	89	1	93
			3	84	0	87

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Agriculture and Food	Application Services	Danielle Hood	0 0	0 0	1 0	1 0
		Martin Gonzalez	1 0	0 0	0 0	1 0
		<b>Assigned to Individual Total</b>	1 0	0 0	1 0	2 0
	Metro D Desktop Support	Jon Hager	2 0	79 1	0 0	81 1
		<b>Assigned to Individual Total</b>	2 0	79 1	0 0	81 1
	Metro D Help Desk	Doug Brown	0 0	5 0	0 0	5 0
		Jed Patrick	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	6 0	0 0	6 0
	Rural Central Desktop Support	Ron LeBaron	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Voice Operations	Romanza Hamblin	0 0	2 0	0 0	2 0

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			High	Low	Medium	MIR Total
Agriculture and Food	Voice Operations	<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0
	Voice/Data/WAN Services	Mark Thomas	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	<b>Assigned Group Total</b>		3 0	89 1	1 0	93 1
<b>Customer Company Total</b>			3 0	89 1	1 0	93 1

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### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents			ATTIR Total
			High	Low	Medium	
Agriculture and Food	Application Services	Danielle Hood	0 0.00	0 0.00	1 0.00	1 0.00
		Martin Gonzalez	1 0.54	0 0.00	0 0.00	1 0.54
		<b>Assigned to Individual Total</b>	1 0.54	0 0.00	1 0.00	2 0.27
	Metro D Desktop Support	Jon Hager	2 0.00	79 0.03	0 0.00	81 0.03
		<b>Assigned to Individual Total</b>	2 0.00	79 0.03	0 0.00	81 0.03
	Metro D Help Desk	Doug Brown	0 0.00	5 0.00	0 0.00	5 0.00
		Jed Patrick	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	6 0.00	0 0.00	6 0.00
	Rural Central Desktop Support	Ron LeBaron	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	0 0.00	1 0.00
	Voice Operations	Romanza Hamblin	0 0.00	2 0.02	0 0.00	2 0.02

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**Agriculture and Food**

			High	Low	Medium	ATTIR Total
Agriculture and Food	Voice Operations	<b>Assigned to Individual Total</b>	0 0.00	2 0.02	0 0.00	2 0.02
	Voice/Data/WAN Services	Mark Thomas	0 0.00	1 0.09	0 0.00	1 0.09
		<b>Assigned to Individual Total</b>	0 0.00	1 0.09	0 0.00	1 0.09
	<b>Assigned Group Total</b>		3 0.18	89 0.02	1 0.00	93 0.03
<b>Customer Company Total</b>			3 0.18	89 0.02	1 0.00	93 0.03

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### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents			MR Total
			Bottom Number - Missed Resolution			
			High	Low	Medium	
Agriculture and Food	Application Services	Danielle Hood	0	0	1	1
			0	0	0	0
		Martin Gonzalez	1	0	0	1
		0	0	0	0	
		<b>Assigned to Individual Total</b>	1	0	1	2
			0	0	0	0
	Metro D Desktop Support	Jon Hager	2	79	0	81
			0	0	0	0
		<b>Assigned to Individual Total</b>	2	79	0	81
			0	0	0	0
	Metro D Help Desk	Doug Brown	0	5	0	5
			0	0	0	0
		Jed Patrick	0	1	0	1
			0	0	0	0
	<b>Assigned to Individual Total</b>	0	6	0	6	
		0	0	0	0	
Rural Central Desktop Support	Ron LeBaron	0	1	0	1	
		0	0	0	0	
	<b>Assigned to Individual Total</b>	0	1	0	1	
		0	0	0	0	
Voice Operations	Romanza Hamblin	0	2	0	2	
		0	0	0	0	

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**Agriculture and Food**

			High	Low	Medium	MR Total
Agriculture and Food	Voice Operations	<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0
	Voice/Data/WAN Services	Mark Thomas	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	<b>Assigned Group Total</b>		3 0	89 0	1 0	93 0
<b>Customer Company Total</b>			3 0	89 0	1 0	93 0

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## Agriculture and Food

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents		Bottom Number - Average time in hours	
			High	Low	Medium	ATTR Total
Agriculture and Food	Application Services	Danielle Hood	0 0.00	0 0.00	1 3.43	1 3.43
		Martin Gonzalez	1 1.26	0 0.00	0 0.00	1 1.26
		<b>Assigned to Individual Total</b>	1 1.26	0 0.00	1 3.43	2 2.35
	Metro D Desktop Support	Jon Hager	2 0.00	79 0.03	0 0.00	81 0.03
		<b>Assigned to Individual Total</b>	2 0.00	79 0.03	0 0.00	81 0.03
	Metro D Help Desk	Doug Brown	0 0.00	5 0.00	0 0.00	5 0.00
		Jed Patrick	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	6 0.00	0 0.00	6 0.00
	Rural Central Desktop Support	Ron LeBaron	0 0.00	1 0.01	0 0.00	1 0.01
		<b>Assigned to Individual Total</b>	0 0.00	1 0.01	0 0.00	1 0.01
	Voice Operations	Romanza Hamblin	0 0.00	2 0.50	0 0.00	2 0.50

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**Agriculture and Food**

			High	Low	Medium	ATTR Total
Agriculture and Food	Voice Operations	<b>Assigned to Individual Total</b>	0 0.00	2 0.50	0 0.00	2 0.50
	Voice/Data/WAN Services	Mark Thomas	0 0.00	1 0.27	0 0.00	1 0.27
		<b>Assigned to Individual Total</b>	0 0.00	1 0.27	0 0.00	1 0.27
	<b>Assigned Group Total</b>		3 0.42	89 0.04	1 3.43	93 0.09
<b>Customer Company Total</b>			3 0.42	89 0.04	1 3.43	93 0.09

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## Detail

<b>INC000000438963</b>	Shirley Reynolds Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell ConsoleOne Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000438969</b>	Cathie Larsen Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000439014</b>	Sara Lealos Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000439025</b>	Shirley Reynolds Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell ConsoleOne Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000439030</b>	Pat Nelson Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000439033</b>	Stanley Akagi Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	Novell GroupWise 32-bit Window Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000439067</b>	Wayne Ogden Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Utah Master Directory Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000440037</b>	Kathleen Mathews Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell ConsoleOne Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000440041</b>	Cathie Larsen Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000440048</b>	Rich Riding Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000440063</b>	David H Clark Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Microsoft Office Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000440064</b>	Linda Lewis Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000440124</b>	Mark Quilter Voice Operations	Telecom Romanza Hamblin	Voice Mail Agriculture and Food	Telephone Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000440186</b>	Shelly Jensen Voice/Data/WAN Services	Telecom Mark Thomas	Hardware Agriculture and Food	Telephone Low Closed	TIR Missed: No TTR Missed: No	0.09 0.27
<b>INC000000440944</b>	Rhonda Overman Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000440949</b>	Robert Hougaard Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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<b>INC000000440952</b>	Sara Lealos Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000440953</b>	Rhonda Overman Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Queue Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000440957</b>	Wyatt Frampton Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000440959</b>	Sara Lealos Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000441822</b>	Larry Lewis Application Services	Mobile Devices Danielle Hood	Error Agriculture and Food	None Medium	Closed	TIR Missed: No TTR Missed: No	0.00 3.43
<b>INC000000442140</b>	Sushma Karna Metro D Desktop Support	PC/Laptop Jon Hager	Error Agriculture and Food	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.72 1.92
<b>INC000000442502</b>	Jack Wilbur Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Toner/Fuser/Ink Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000442511</b>	Rhonda Overman Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000442512</b>	Rhonda Overman Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000442515</b>	Shelly Jensen Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Paper Jam Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000442519</b>	Don McClellan Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000442524</b>	Bruce King Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000442540</b>	Val Hermansen Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000443488</b>	Leonard Blackham Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None High	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000443489</b>	Shirley Reynolds Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000443494</b>	Troy Forrest Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000443500</b>	LaJeanne Gilgen Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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<b>INC000000443504</b>	William Holt Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000443505</b>	Sushma Karna Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000444383</b>	Mohammed Sharaf Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Microsoft Excel Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000444388</b>	Jeremiah Diehl Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Microsoft Access Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000444392</b>	Sushma Karna Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000444394</b>	Raymond Loveless Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000444400</b>	Sushma Karna Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000444402</b>	Rhonda Overman Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000444413</b>	Brady Weaver Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000444425</b>	Troy Forrest Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445317</b>	Gene Mecham Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445320</b>	Grant Tidwell Rural Central Desktop Support	None Ron LeBaron	None Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.01
<b>INC000000445327</b>	Marjorie Moore Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445340</b>	Sara Lealos Metro D Desktop Support	PC/Laptop Jon Hager	Password Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445768</b>	James Burton Metro D Help Desk	Network Doug Brown	Password Agriculture and Food	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000446458</b>	Nancy Betzing Metro D Desktop Support	None Jon Hager	None Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.32 0.00
<b>INC000000446458</b>	Nancy Betzing Metro D Desktop Support	None Jon Hager	None Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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<b>INC000000446960</b>	Gordon Brown	Application	Error	Microsoft Access	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000447776</b>	Stephen Ogilvie	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000447777</b>	Claudette Walcott	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000447790</b>	Steven Wright	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000447798</b>	Sushma Karna	PC/Laptop	Password	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000447806</b>	Kathleen Mathews	Mobile Devices	Error	Ipads	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000448730</b>	Don McClellan	Network	Password	Novell ConsoleOne	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000448732</b>	Linda Lewis	Application	Error	Licensing	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000448735</b>	Therese Aschkenase	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000448739</b>	Clark Burgess	Application	Error	Microsoft Access	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000449056</b>	Kyle Nelson	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000450311</b>	Steven Wright	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000450312</b>	Cathie Larsen	PC/Laptop	Password	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000450313</b>	Claudette Walcott	PC/Laptop	Password	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000450314</b>	Gordon Brown	Application	Password	PGP	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000450316</b>	Linda Lewis	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000450317</b>	Clint Burfitt	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00

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<b>INC000000450319</b>	Gordon Brown Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000451195</b>	Leonard Blackham Application Services	Application Martin Gonzalez	None Agriculture and Food	Novell GroupWise High	Closed	TIR Missed: No TTR Missed: No	0.54 1.26
<b>INC000000451223</b>	Noel McSpadden Jr Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000451225</b>	Sherie Edginton Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000451227</b>	Sharon Simonson Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000451230</b>	Samuel Lima Metro D Desktop Support	Network Jon Hager	Incident Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000451243</b>	Cathie Larsen Metro D Desktop Support	PC/Laptop Jon Hager	Password Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000452006</b>	Stephen Ogilvie Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000452007</b>	Sharon Simonson Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000452015</b>	Therese Aschkenase Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000452016</b>	Kyle Stephens Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Adobe Reader Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000452016</b>	Kyle Stephens Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Adobe Reader Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000452016</b>	Kyle Stephens Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Adobe Reader Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000452016</b>	Kyle Stephens Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Adobe Reader Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000452020</b>	Cary Wise Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Error Code Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000452760</b>	Noel McSpadden Jr Metro D Desktop Support	PC/Laptop Jon Hager	Error Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000452762</b>	Leonard Blackham Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	Ipads High	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

# Enterprise Incident Report January 2012

As of 2/23/2012

## Agriculture and Food

<b>INC000000452767</b>	Robert Hougaard Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000452777</b>	Cathie Larsen Metro D Desktop Support	PC/Laptop Jon Hager	Password Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000452948</b>	Kathleen Mathews Metro D Help Desk	Network Doug Brown	Password Agriculture and Food	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000453020</b>	Shirley Reynolds Metro D Help Desk	Network Doug Brown	Password Agriculture and Food	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000453135</b>	Kathleen Mathews Metro D Help Desk	Mobile Devices Doug Brown	Error Agriculture and Food	Ipads Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000453593</b>	Gordon Brown Voice Operations	Telecom Romanza Hamblin	Hardware Agriculture and Food	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.05 1.00
<b>INC000000454292</b>	Tamra Watson Metro D Desktop Support	PC/Laptop Jon Hager	Virus Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000454297</b>	Brian Tea Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000454653</b>	Vicki Needham Metro D Help Desk	Network Jed Patrick	Password Agriculture and Food	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00